

## Terms and Conditions

### INTERNET BANKING

1. User acknowledges that the alert and other information sent to him or accessed by him contains confidential information and should such information be sent to third party through no fault of CMFB limited, CMFB shall not be held liable.
2. CMFB will not be liable for non-delivery or delayed delivery of alert, emails, errors, or losses or distortion in transmission of alert and emails to the users. CMFB shall not be liable for lack of receipt of alerts due to technical defects on customer's phone or computer or any damage or loss incurred by the user as a result of causes not directly attributable to CMFB.
3. CMFB shall not be liable to the user or to any third party for any drawing, transfer, remittance, disclosure or any activity of incident on the user's account, whether authorized by the user or not, provided that such drawings, transfer, remittance, disclosure or any activity or incident was user's authorized or made possible by the fact of the knowledge and/or use or manipulation of user's password, or otherwise by the user's negligence. User Acknowledges that his password shall be known only to him and kept secret all times.
4. In the event of loss or theft of the phone or compromised of the security of the provided email account, the user shall immediately notify the bank in writing within twenty four hours of the loss/theft of phone or computer and email / password compromise.
5. CMFB in its absolute discretion and without prior notice can temporarily suspend this, any or all of the services or terminate them completely.

I hereby confirm that I have read and understood the above terms and conditions of the virtual banking services and I agree to be bound by same.

### DEBIT CARD

The use of your card shall be subject to the terms and conditions of the agreement between COVENANT MICRO FINANCE BANK LTD after referred to as "we", "us", and "our" and the CARD HOLDER shall include (where appropriate) any person the customer has authorized the bank to issue the card to.

### USING THE CARD

1. We will give you a card to use either to get cash from the machine(ATM) or to make payments for goods / or services. You must sign your card and change your personal identification number(pin) to new in of your choice as soon as you receive it.
2. You agree that the card shall be kept secured at all time and your personal identification number(pin) will not be disclosed to any other person.
3. You agree that all transactions at any ATM or point of sale(POS) made by your card and with your pin will be treated as authorized by you in-line with your account mandate. The bank will not accept any liability for any alleged unauthorized use of the card.
4. You must take all reasonable precautions to prevent the card and the pin from being used fraudulently or you might be liable for any loss incurred by you. These reasonable precautions include but are not limited to:
  - A. Not interfering with any magnetic stripe or integrated circuit(Chip) in the card.
  - B. No disclosing the card number except when properly using the card.
  - C. Destroying any notification of you pin.
  - D. Not writing down or recording in any format any pin or disclosing it to any one else(other than any additional card holder) including the police or bank officials.
  - E. Not using weak pin or pins that can be easily guessed(e.g 1111,0000,1234, birthday, wedding day etc)
  - F. Complying with any other instruction we may advise from time to time regarding dispute. Keeping the card, card number and your pin is safe.

### FEES AND CHARGES

1. A card issuance fee is applicable to your account. Replacement cost for lost, stolen or renewed card would be charged to your account as applicable. Once you report a loss of stolen card, we will ensure that your account is temporarily blocked in order to prevent unauthorized usage.
2. You will be required to obtain a new card from us for the replacement of lost, missing, damaged or stolen card or when pin is forgotten.
3. The bank reserves the right to charge fees and commission on your transactions as it may deem appropriate for use of this service by you.

### LIMITING YOUR RIGHT TO USE THE CARD

1. You agree that the card expires on the expiring date stated on the card and the re-issuance of another may be at the discretion of the bank.
2. You agree that the card is the property of CMFB and maybe withdrawn from you on demand.

You also agree that the bank will not be liable if the circumstance warrants.  
3. The bank will not be liable for any machine malfunction, strike dispute or any other circumstance affecting the use of the card.

### LIMITS OF LIABILITY

1. Until you notify us that your card is lost, stolen or at risk of being misused, you will be liable for transactions before we acknowledge the receipt of the notification.
2. If someone uses your card, whether or not with your permission, you will notify us for all the transactions which took place prior to your notifying us that there is a "danger" of the card being misused.
3. We will not be liable to you if we cannot carry out any or all our responsibilities under this agreement as a result of anything that we cannot reasonably control. This includes any machine failing to network, and industrial dispute, natural disaster, or act of God.
4. You must co-operate with any officer, servant, employee, associate or agent of the bank and/or law enforcement agencies in any effort to recover the card if it is lost or stolen. The bank may disclose information about the card holder and the account. If in the bank's sole discretion it will help avoid or recover any loss to the card holder or the bank resulting from the loss, theft, misuse or unauthorized use of the card.
5. When you report an invalid or unauthorized transaction, the Bank will carry out verification requirement within (20) working days of the date following a good faith investigation by the Bank. If investigation result (which is binding on you) shows that the report made by you was unfounded, the bank shall not refund the disputed amount to your account. The retrieval fee for the photocopy of the sales or dispute investigation fee subject to card holder's fault will be debited to your account for each disputed transaction.

### UNCOLLECTED ATM CARDS

You agree that the bank shall be at liberty to destroy your card if after one hundred and eighty (180) days of issuance you fail to pick up/collect your card. This is without prejudice to the right of the bank to debit your account with the initial cost of issuance of the card.

### REFUND AND CLAIMS

1. We will credit your account with a refund for any transaction or incorrect debit to your account in which you have reported only after an independent investigation is conducted by us and we are satisfied that your claims are genuine.
2. You will be requested to provide us with full details of any transaction you want to.

### TERMINATING THIS AGREEMENT

This agreement will come to an end if either party gives a written notice to the other to that effect and you have returned all cards and made all payments due under this agreement.

Customer's Name

Customer's Signature